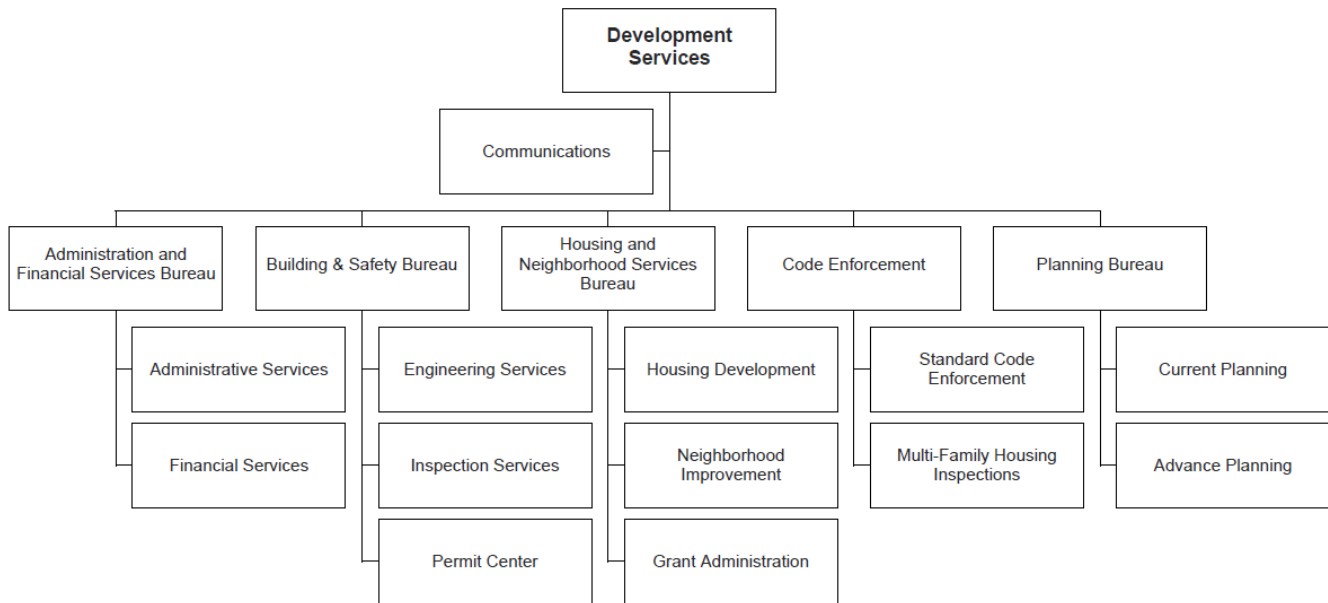


# Development Services



Linda Tatum, Director

Oscar Orci, Deputy Director of Development

Lisa Fall, Administrative and Financial Services Bureau Manager

David Khorram, Superintendent of Building

Christopher Koontz, Planning Bureau Manager

Patrick Ure, Housing and Neighborhood Services Bureau Manager

# Department Overview

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## **Mission:**

To contribute to a safe and sustainable city that honors its past and embraces the future.

## **Core Services:**

- Oversee the physical development and revitalization of the City
- Improve the quality of life in Long Beach through:
  - Comprehensive code enforcement
  - Provision and improvement of affordable housing
  - Neighborhood beautification and improvement, including community involvement and leadership programs
- Assist residents and businesses through the development process, while continuing to evaluate ways to streamline it
- Continue dissolution of the former Redevelopment Agency

## **FY 19 Focus:**

The Department will focus on maximizing special funding streams and implementing initiatives to improve the livability and sustainability of the City. Some of the programs the Department will implement in FY 19 include:

Building Bureau – The Bureau’s plan check staff will use web conference technology to improve communication between permit applicants, their consultants and city staff, reducing applicants’ printing costs and trips to City Hall. The latest Q-Matic queuing technology will be deployed at the Development Permit Center in the new City Hall to improve customer flow and notification. It will feature email or text notifications to customers, web-based appointment scheduling, self-serve kiosks, and wait-time estimates. The Building Bureau will also continue to develop standards, guidelines, templates and standard details to assist applicants with meeting code requirements in an expeditious fashion. Examples include templates and standard details for construction of accessory dwelling units (ADU) and guidelines and standards for construction over and near oil and/or gas wells, including methane gas mitigation.

Code Enforcement – Staff will continue to utilize a team approach and coordinate with other departments to address facilities not permitted under the Medical and Adult Use Marijuana programs. Staff will continue to execute the Proactive Rental Housing Inspection Program (PRHIP), particularly in areas identified with the greatest need. Compliance will be encouraged through the use of the California Franchise Tax Board’s substandard housing program and with re-inspection fees to offset staff costs for multiple inspections at properties out of compliance for extended periods. Staff will fully implement the new Vacant Lot Registry program.

Housing and Neighborhood Services – Staff has started implementing the FY 2018-2022 Consolidated Plan for HUD-funded activities, using new place-based strategies to address neighborhood distress through a combination of programs that include small, high-impact projects done with neighborhood residents. Staff will also implement a Homeowner Greenhouse Gas Reduction Grant Program to be offered in disadvantaged and lower-income communities. The Long Beach Community Investment Company (LBCIC) will continue to administer the City’s affordable housing assets and programs. Staff will manage projects in all stages of the development

Planning – The Planning Bureau will focus on completing the Land Use and Urban Design elements, continuing work on the Noise Element and Climate Action and Adaptation Plan; adopting a community outreach strategy to promote transparency and build relationships with the community; streamlining the development review process; completing a Conditional Use Permit (CUP) study to identify efficiencies; implementing Phase II of the SCAG- and Caltrans-funded North Long Beach planning and zoning study (UPlan); enhancing communication with the public by sharing more information on applications, metrics like number housing units approved, and notices; and completing the review of several high-profile development projects in the Downtown and Midtown areas.

## Department Performance Measures

Key Measure	FY 17 Actual	FY 18 Target	FY 18 Estimate	FY 19 Projection
Percentage of code enforcement cases with reported violations in compliance within 120 days	85%	85%	80%	80%

Code enforcement activities eliminate blight and improve the quality of the City's physical environment. Compliance within 120 days has declined following the adoption of the Proactive Rental Housing Inspection Program (PRHIP), the Medical Marijuana Program, and the Vacant Lot Registry. The increased publicity related to these initiatives has led to an increased number of calls, impacting standard Code Enforcement staff.

Key Measure	FY 17 Actual	FY 18 Target	FY 18 Estimate	FY 19 Projection
Number of restricted affordable housing units monitored per federal and State requirements	3,076	3,220	3,220	3,351

The Housing and Neighborhood Services Bureau offers financial assistance for the development and preservation of affordable housing. A variety of mid- to long-term affordability covenants are recorded in conjunction with this financial assistance. Currently, the Bureau monitors covenants for 3,220 restricted units. That number is expected to grow to 3,351 in FY 19.

Key Measure	FY 17 Actual	FY 18 Target	FY 18 Estimate	FY 19 Projection
Percentage of customers served within 30 minutes at the Planning counter	90%	98%	79%	95%

In FY 18, the Planning Bureau saw a 20.5 percent increase in customer volume and experienced numerous staff vacancies. This resulted in 79 percent of customers being served within 30 minutes at the counter. In the midst of a very active development climate, the Bureau continues to strive to serve 95 percent of its customers within 30 minutes as staff vacancies are gradually filled and new staff are trained to assume customer service duties. The Planning Bureau will continue to assign additional staff to the counter to respond quickly when lengthy transactions create backlogs and to adjust staffing for anticipated high-volume time periods.

Key Measure	FY 17 Actual	FY 18 Target	FY 18 Estimate	FY 19 Projection
Percentage of new single-Family home/addition/alteration applications reviewed by staff that receive comments in four weeks	96%	95%	92%	95%

The Department estimates that 92 percent of the single-family residential applications were reviewed and received comments within four weeks. Several factors limited the Permit Center's ability to meet the 95 percent target, including: new, less-experienced staff, new state-mandated construction codes, significant large- and mid-size commercial and residential projects (e.g., the new Civic Center and Riverwalk), and a high number of regular plan submittals. In FY 19, as staff becomes more familiar with the new codes, the Department expects to improve performance and achieve its projected goal.

## FY 18 Accomplishments

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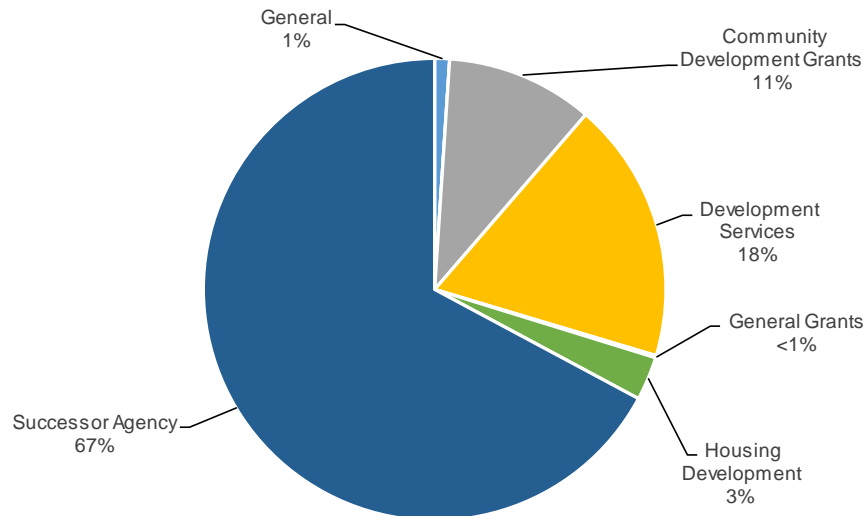
- Investigated approximately 13,260 code enforcement cases, of which 80 percent were closed within 120 days of initiation.
- Inspected 132 properties for possible illegal garage conversions to dwelling units and issued approximately 30 citations.
- Registered 612 residential properties in the City's Foreclosure Registry (issued a notice of default) and collected over \$104,000 in registration fees.
- Continued to partner with the Business License Division to successfully implement the Medical Marijuana permitting process and led the Medical Marijuana team addressing facilities with unpermitted construction.
- Inspected and opened 30 cases for illegal Medical Marijuana facilities, of which 25 have been closed.
- Completed nearly 55,000 residential and commercial inspections. Notable projects being inspected: Weber Metals, Regency Palms Senior Assisted Living (an eight-story, 105-unit adaptive re-use project), several mid-rise developments within the Downtown area, the new Civic Center, and Aquarium of the Pacific theater expansion. Notable completed projects include Long Beach Exchange at Douglas Park and Riverdale (single-family home development).
- Completed nearly 6,000 residential and nonresidential project plan reviews. Completed or substantially completed plan review of several major projects including the Long Beach Exchange at Douglas Park, 777 East Ocean Boulevard, El Dorado residential tract development, Seaport Village retail and restaurants at 2<sup>nd</sup> Street and Pacific Coast Highway, multiple mixed-use developments in the Downtown area, and multiple offices/warehouses in the Douglas Park area.
- Served 58,000 applicants at the Permit Center and responded to 38,000 phone calls related to plan check and permit processes.
- Reviewed the plans for nearly 80 cannabis facilities.
- Held the first Building and Safety Fair in May 2018 and received a proclamation from the Mayor recognizing Building Safety Month.
- Partnered with residents, business owners, non-profit agencies, and neighborhood associations to hold over 140 community meetings, classes, resource fairs, events, Neighborhood Leadership training sessions, and organized nearly 100 neighborhood clean-up activities and 12 neighborhood tree planting events. Trained 32 residents to become more effective grassroots leaders.
- Assisted 100 property and business owners in making improvements through the Business Start-up Grant and Commercial Improvement Rebate Program and assisted 100 homeowners in making improvements through the Home Improvement Rebate Program.
- Completed 284 mini-infrastructure projects including enhancements to 100 raised flowerbeds, public art on seven traffic signal boxes, ten neighborhood marker signs, installation of 30 public trash receptacles, landscape enhancements around 100 street trees, installation of seven large street trees, and repairs to artwork on 30 traffic signal art boxes.
- Planted 729 street trees and made 133 sidewalk cuts using a Port of Long Beach grant and federal CDBG funds.
- Used federal CDBG funding to complete commercial façade improvement projects at ten storefronts on the south side of the Anaheim Street business corridor between Gaviota Street and Cherry Avenue.

## FY 18 Accomplishments

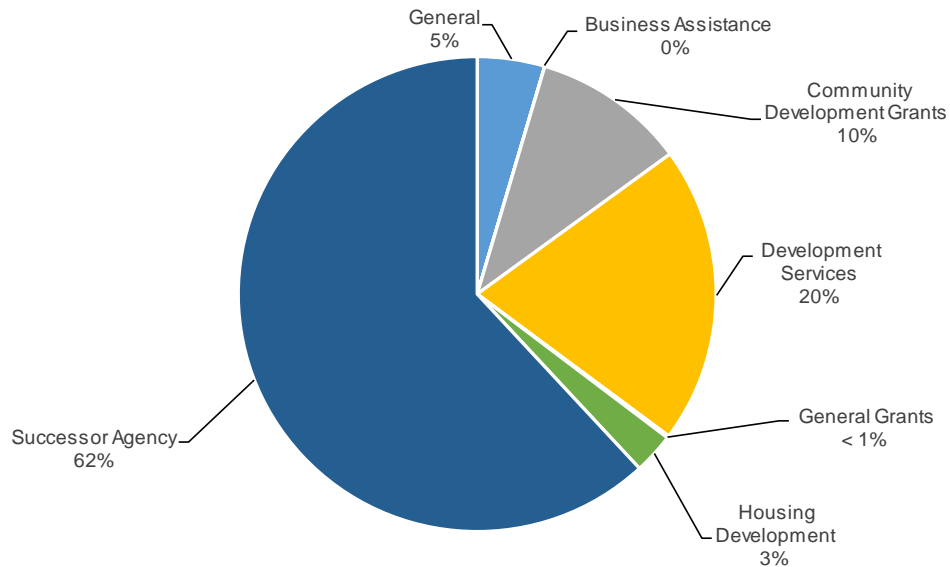
- Continued working with LINC Housing on the development of The Spark at Midtown – 94 affordable units for families and households who are homeless or at the risk of homelessness.
- Continued working with AMCAL for the development of Las Vantanas Apartments at 1795 Long Beach Boulevard – 104 affordable units for families and households with special needs.
- Entered into a Disposition and Development Agreement with Clifford Beers Housing for the development of Vistas Del Puerto Apartments at 1836 to 1850 Locust Avenue – 47 affordable units for families and households with special needs.
- Monitored construction of The Beacon Apartments, a 160-unit mixed population development that will include a 121-unit building serving extremely low-, very low-, and low-income seniors (62+), and a 39-unit supportive housing building serving veterans who are homeless or at risk of homelessness.
- Completed construction of four Habitat for Humanity homes that were sold to low-income, first-time homebuyers.
- Provided funding to HOME Housing for the acquisition and development of affordable housing units for developmentally disabled individuals (various locations).
- Monitored construction of Beachwood Apartments, which was at risk of converting to market-rate housing. The project includes 46 affordable housing units for households with disabilities.
- Began implementing 29 affordable housing policies adopted by the City Council in May 2017.
- Continued progress on the General Plan Land Use Element and Urban Design Element Update, with an intensive community outreach effort and refreshed data analysis, culminating with City Council conceptual approval for the General Plan Land Use Element.
- Following an innovative and interactive social media outreach effort, completed the Noise Element Existing Conditions Report, which serves as a launching point for the Element's goals and policies.
- Successfully competed for a Caltrans SCAG Sustainability Grant, which will enable implementation of the Phase II planning efforts for North Long Beach/Uptown.
- Obtained a Planning Commission recommendation of approval for a Council-directed study to assess the effectiveness of the current Conditional Use Permit process, after conducting outreach with stakeholders and preparing amended regulations.
- Approved 20 contracts to rehabilitate historic landmark properties under the City's Mills Act Program.
- Completed design guidelines for seven historic landmark districts.
- Completed a series of zoning code updates, including accessory dwelling units, unattended donation bins, urban agriculture, tattoo parlors, massage regulations, adult-use cannabis, and wireless telecommunications in the public right-of-way.
- Obtained approval of the Los Cerritos Wetlands Oil Consolidation and Wetlands Restoration project, which will restore the historic Los Cerritos Wetlands while consolidating oil operations into non-environmentally-sensitive areas.
- Progressed on the Climate Action and Adaptation Plan, with foundational technical analyses, followed by commencement of public outreach events to continue into the next Fiscal Year.
- Completed Phase II of the C-17 Site Strategic Plan process in partnership with the Pacific Gateway Workforce Investment Network, including the Globemaster Corridor Specific Plan.

# FY 19 Budget

## FY 19 Revenues by Fund



## FY 19 Expenditures by Fund



## Fund Impact

Fund	Revenues	Expenditures	Fund Impact
General	1,167,416	5,263,493	(4,096,077)
Business Assistance	-	11,921	(11,921)
Community Development Grants	11,592,187	11,996,335	(404,148)
Development Services	20,589,935	23,379,318	(2,789,383)
General Grants	175,000	175,000	-
Housing Development	3,436,465	3,198,615	237,850
Successor Agency	75,610,413	71,471,796	4,138,617
<b>Total</b>	<b>112,571,416</b>	<b>115,496,477</b>	<b>(2,925,061)</b>

## Summary of Changes\*

<b>GENERAL FUND</b>	<b>Impact</b>	<b>Positions</b>
Increase the budgeted revenue for code enforcement to reflect actual historical revenue collection.	(16,752)	-
Increase the budgeted revenue to reflect the City's new Vacant Lot Registry program and reassign a Standard Code Enforcement Combination Building Inspector to the program.	(139,719)	-
Reduce budget for inspections and materials associated with the Cannabis program as part of a citywide right-sizing of program expenses to adjust to the current pace of medical cannabis business openings.	(294,223)	-

<b>DEVELOPMENT SERVICES FUND</b>	<b>Impact</b>	<b>Positions</b>
Increase budgeted revenues to reflect the increased development activity in the City.	(1,976,843)	-
Increase budgeted revenue from fee increases - one related to the technology surcharge to Infor and Electronic Plan Check upgrades, and the other for a State-mandated fee to incorporate disabled access into development.	(409,056)	-
Add a Combination Building and Safety Inspector in the Building Bureau to maintain inspection response times.	107,605	1.00
Add a Permit Technician II in the Building Bureau to decrease customer wait times at the Permit Counter.	90,014	1.00
Add a Planner V in the Planning Bureau to provide specialized services for new high-rise development applications.	143,522	1.00
Add a Plumbing Plan Checker II in the Building Bureau to improve plan check turnaround times.	143,153	1.00
Add a Senior Combination Building Inspector to address increased demand and maintain 24-hour inspection response times.	116,626	1.00
Add a Senior Structural Engineer in the Building Bureau to facilitate interdepartmental approvals for new high-rise development applications.	171,276	1.00
Add an Assistant Administrative Analyst II and an Administrative Analyst II position in the Planning Bureau to improve community engagement and public messaging around development and land use issues throughout the City.	211,006	2.00
Increase budget for additional building inspections from Fire Department staff to address the increasing demand for fire-related inspections.	241,652	-
Increase budget for additional security services at Planning Commission and City Council meetings to ensure public safety at these meetings.	20,000	-
Increase budget for maintenance of new City vehicles for staff.	30,058	-
Transfer a Planner IV, materials and revenue budget from the Development Services Department to City Manager's Office as part of the consolidation of the Office of Sustainability positions and budget under the City Manager's Office; increase budget for Development Services' support for the Office of Sustainability.	128,693	(1.00)

## Summary of Changes\*

One-time funding for Certified Access Specialist (CAsp) training and programs to educate the public about disability access improvements.	45,000	-
One-time funding to assess emergency preparedness readiness and implement recommendations.	50,000	-
One-time funding to cover additional costs related to the new Civic Center, including storage needs and document scanning.	105,000	-
One-time funding to cover costs of special projects implemented through the Office of Civic Innovation (previously the i-Team).	75,000	-
One-time funding to cover costs of the General Plan Land Use Element and Urban Design Element update implementation, including consulting services to prepare zoning code amendments.	295,000	-
One-time funding to enhance consulting budget for Environmental Impact Reports due to the increasing number of projects requiring environmental review, offset by revenue.	(86,250)	-
One-time funding to cover costs of vehicle purchases for new inspection staff.	81,640	-

### GENERAL GRANTS FUND

#### Impact

#### Positions

One-time funding of \$100,000 for on-call historic services including historic surveys called for in the Land Use Element, Mills Act implementation, update of the City's Historic Context Statement to meet legal requirements, and preparation of brochures and information to assist historic property owners. The cost will be offset by funds previously reserved for this purpose.	-	-
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### HOUSING DEVELOPMENT FUND

#### Impact

#### Positions

Adjust budgeted revenues and expenses to reflect actual available funding and costs in the Housing Development Fund.	(5,260,434)	-
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\*For ease of review, reallocation of resources within departments, offsets, adjustments, and minor changes have not been included. As figures reflect the net impact to a fund, an increase in expense is shown as a positive number (cost/hit to fund) and a decrease in expense is shown as a negative number (savings/benefit to fund). Accordingly, a decrease in revenue is shown as a positive number (cost/hit to fund), and an increase in revenue is shown as a negative number (savings/benefit to fund).



## Administrative and Financial Services Bureau

### Key Services:

#### 1. Administration

- Benefit Administration
- Payroll
- Safety Training and Compliance
- Enforcement of Policies & Procedures
- Development and Interpretation of Policies and Procedures
- Workers Compensation Administration
- Leave of Absence Administration
- PRAs and Subpoenas
- Facilities Management

#### 2. Financial Services

- Budget Preparation, Monitoring & Adjustment

- Procurement
- Payment Processing
- Risk Management
- Financial Analysis and Reporting
- TSR Processing
- Accounting (JVs, GLs, Year-End)
- Revenue and Collection

#### 3. Executive Office

- Department Administration
- Interdepartmental Communications
- Communications - Public Relations
- City Council, Boards & Commissions Administration

**FY 19 Funding Sources:** Development Services Fund 62%, General Fund 38%

<b>Administrative and Financial Services</b>	<b>Actuals FY 17</b>	<b>Adjusted* FY 18</b>	<b>Proposed* FY 19</b>
Revenues	472,619	520,000	896,402
Expenditures	1,533,958	2,503,155	1,906,612
FTEs	17.70	17.70	17.70

\*Amounts exclude all-years carryover.

### Narrative:

The Administrative and Financial Services Bureau provides executive leadership, communications, and administrative support to the Department of Development Services' five bureaus, eight funds, 220 employees, and six boards and commissions. The Bureau provides financial processing, reporting, and forecasting support within the Department. It also plays a key role in the Department's strategic planning efforts, explores new methods to maximize efficiency and reduce cost, and provides the Department with key human resources, payroll, safety and risk management guidance and support.

In FY 18, the Bureau's Executive Office coordinated the activities of the Department's boards and commissions and managed the delivery of the Department's services. The Executive Office also ensured that the Department's activities were communicated in a coordinated and effective manner to all stakeholders through a variety of outlets, including social media. The Bureau's Financial Services Division performed financial analyses to assess the Department's financial condition and ensure its continued health. The Administrative Services Division implemented initiatives stemming from changes in federal regulations and the resetting of City policies.

In FY 19, the Bureau will focus on developing systems to improve processes and ensure the effective use of available resources throughout the entire Department. The Bureau will continue to be a key component of the Department by providing administrative, fiscal, and executive support and an important communications framework to its bureaus.

# Building and Safety Bureau

## Key Services:

### 1. Plan Check

- Customer/Project Facilitation
- Employ Technology for Service Delivery
- Preliminary Plan Check
- Plan Check - Building, Fire, Electrical, Plumbing, Health, Mechanical
- Permit Application Assistance
- Service Appointments

### 2. Inspection

- Customer/Project Facilitation
- Employ Technology for Service Delivery
- Schedule Inspections
- Construction Inspections
- Respond to Unpermitted Work
- Issue Deputy Inspector Licenses
- Deputy Inspection Report Review
- Structural Observation Report Review
- Issue Temporary Certificates of Occupancy
- Issue Certificates of Occupancy
- Manage Administrative Citation Program

### 3. Permit Center

- Customer/Project Facilitation
- Employ Technology for Service Delivery
- Intake Inspection Requests
- Intake/Process Plans
- Issue Permits
- Collect Fee Revenue/Cashiering
- Provide Permit Application Assistance
- Set up Appointments for Services
- Manage Central Files
- Receive and Respond to Customer Inquiries
- Process Final Documents and Record Retention

### 4. Administration

- Customer/Project Facilitation
- Coordinate Board of Examiners, Appeals and Condemnation
- Administer Construction and Demolition Program
- Review Code Modification and Alternate Material Requests
- Employ Technology for Service Delivery

**FY 19 Funding Source:** Development Services Fund 100%

<b>Building and Safety</b>	<b>Actuals FY 17</b>	<b>Adjusted* FY 18</b>	<b>Proposed* FY 19</b>
Revenues	21,841,463	14,256,422	12,524,202
Expenditures	11,089,709	12,994,372	13,275,313
FTEs	69.94	70.94	75.40

\*Amounts exclude all-years carryover.

## Narrative:

In FY 18, commercial and manufacturing development continued to increase with ongoing renovations at the Port of Long Beach and development at the new Civic Center and Douglas Park. The residential market continued to improve with new multi-family residential projects permitted and under construction in the Downtown area. New state mandates related to accessory dwelling units (ADU), electrical vehicle charging stations (EVCS), the Model Water Efficiency Landscape Ordinance (MWELO), National Pollutant Discharge Elimination System (NPDES), and medical cannabis facilities contributed to increased activity at the Permit Center. To accommodate this increased volume of projects, reduce plan review backlogs and increase inspection efficiency, the Building Bureau will add new positions including, a permit technician, two inspection staff, two plan check staff, and fire inspection services from the Fire Department. One of the new plan check staff will specialize in high-rise development and serve as a central point of contact for developers whose projects are reviewed by multiple City departments.

In FY 19, the Bureau will review and inspect several major mixed-use projects, including the adaptive reuse projects proposed at 210 East Ocean Boulevard (the former Breakers Hotel), 110 West Ocean

## **Building and Safety Bureau**

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Boulevard (the former Ocean Center Building), and 200 West Ocean Boulevard (the former Verizon building), as well as new high-rise construction projects such as the proposed 777 East Ocean Boulevard residential development next door to the Current and 100 West Ocean Boulevard (Beacon Building). The Bureau will be finishing inspections on a diversity of projects including 230 Third Street (a 5-story, 163-unit apartment building), 207 Seaside Way (a 5-story, 112-unit apartment building), 442 East Ocean Boulevard (a 5-story 94-unit apartment building), 245 West Broadway (7-story, 222-unit apartment building), and Douglas Park commercial development.

To better serve its customers, the Permit Center continues to implement a staffing model that uses Permit Technicians to assist customers through the development process. Permit Technicians are certified by the International Code Council as possessing an industry standard of technical expertise and professional accomplishment. This level of expertise provides the Permit Center's customers with quick and assured answers regarding their developmental needs.

The Building Bureau will be commencing the triennial code adoption process to adopt and amend the 2019 Edition of the California Building Standards Code as part of the 2020 Edition of the Long Beach Building Standards Code. This will ensure that permit applicants, their consultants and city staff design, review, construct and inspect to the most recent building standards that safeguard the public health, safety and general welfare. Similarly, the Bureau will utilize consultant services to facilitate disaster preparedness planning and training for the Department, which has key roles in ensuring building safety after a natural disaster and helping the community rebuild.

# Code Enforcement Bureau

## Key Services:

### 1. Code Enforcement

- Respond to Referrals to Ensure LBMC Compliance
- Collaborate with Fire, Police, Business License, City Attorney, City Prosecutor
- Issue Citations
- Employ Technology for Service Delivery
- Collect and Process Revenue
- Administer Board of Examiners, Appeals and Condemnation
- Implement Programs Targeted to Specific Problems
- Implement Proactive Rental Housing Inspection Program (PRHIP)
- Implement Vacant Lot Registry
- Nuisance Abatement Referral Intake and Status Reporting
- Referral Investigations
- Resolution, Identification and Implementation of Corrections
- Inspect Illegal Medical Marijuana facilities and Coordinate with Business License on the Medical Marijuana Initiative
- Progress Monitoring

**FY 19 Funding Sources:** General Fund 55%, Development Services Fund 26%, Community Development Grants Fund 19%

Code Enforcement	Actuals FY 17	Adjusted* FY 18	Proposed* FY 19
Revenues	2,715,953	2,599,342	3,001,560
Expenditures	6,158,156	7,524,714	7,742,561
FTEs	49.60	53.70	53.70

\*Amounts exclude all-years carryover.

## Narrative:

The Code Enforcement Bureau responds to complaints of violations of the Long Beach Municipal Code that include substandard buildings, property maintenance, inoperative vehicles, weed abatement, land use violations, and nuisance abatement violations. The Code Enforcement Bureau supports the City's efforts to maintain and improve the quality of life in neighborhoods, commercial corridors and industrial areas. The Bureau consists of two divisions: Standard Code Enforcement and Multi-Family Housing Inspections. Standard Code Enforcement includes regular code enforcement activities as well as special programs like Medical Marijuana, Nuisance Abatement, and the Vacant Building, Vacant Lot and Foreclosure registries. Multi-Family Housing Inspections implements the Proactive Rental Housing Inspection Program (PRHIP) at properties with four or more units.

Code Enforcement efforts in FY 18 included the initial implementation of the Vacant Building Registry program. Full implementation of that program in FY 19 will address blight city wide. Staff continues to lead inspections of unpermitted construction of Medical Marijuana facilities throughout the City. Code Enforcement continues to provide rental housing inspections through PRHIP and utilize a team approach to arrest blight on private property along the City's business corridors and in residential neighborhoods. Area team meetings will be held on a quarterly basis to coordinate the enforcement activity of Code Enforcement personnel, Police, Fire, Neighborhood Improvement Coordinators, Prosecutor, City Attorney, Business License, Community Safety and Nuisance Abatement.

# Housing and Neighborhood Services Bureau

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## Key Services:

### 1. Community Improvement (Redevelopment Dissolution)

- Complete Development Projects
- Prepare ROPS
- Manage Properties
- Support Successor Agency and Oversight Board
- Public Information and Education

### 2. Housing Operations

- Housing Site Disposition
- Developer Assistance/Development Loans
- Affordable Housing Preservation
- Single and Multi-Family Rehab Loans
- Homebuyer Second Mortgage Assistance Loans
- Loan and Covenant Monitoring
- Property Management
- Long Beach Community Investment Company (LBCIC) Administration and Board Support
- Public Information and Education

### 3. Neighborhood Improvement

- Place-Based Neighborhood Improvement (PBNIS) Projects
- Tree Planting

- Neighborhood Cleanups
- Residential Exterior Rehab
- Commercial Façade Rehab
- Neighborhood Resource Center
- PBNIS Loan Program
- Neighborhood Leadership Program
- Community Workshops and Trainings

### 4. Administration

- Fund Management
- Contract Management and Payments
- Annual City Audits and Reporting
- Grant Reporting
- Legislative Monitoring and Conformance
- Annual Property Tax Exemptions

### 5. Grants Administration

- Grant Application Preparation
- Prepare HUD Action Plan
- Ensure Proper Use of Grant Funds
- Manage MOU Partnerships
- Contract Administration
- Grant Reimbursement Processing
- Process and Track Special Use Funds
- Coordinate PBNIS implementation
- Quarterly and Annual Reporting

**FY 19 Funding Sources:** Successor Agency Fund 84%, Community Development Grants Fund 12%, Housing Development Fund 4%

Housing & Neighborhood Services	Actuals FY 17	Adjusted* FY 18	Proposed* FY 19
Revenues	56,077,753	87,826,266	90,639,065
Expenditures	51,143,996	90,949,198	85,446,837
FTEs	48.03	34.16	34.16

\*Amounts exclude all-years carryover.

## Narrative:

The Housing and Neighborhood Services Bureau collaborates with other City departments, residents, neighborhood organizations, property owners, businesses, developers, and non-profit organizations to deliver services that help preserve, develop or improve affordable housing; assist homeowners; improve businesses and commercial corridors; eliminate blight in qualified low-income areas; improve and promote safe neighborhoods; and encourage community participation and unity.

Beginning in FY 18, Neighborhood Improvement programs, funded primarily with a Community Development Block Grant entitlement, will use place-based strategies to target resources and address

## **Housing and Neighborhood Services Bureau**

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issues at the neighborhood level as described in the Fiscal Year 2018-2022 Consolidated Plan and Assessment for Fair Housing. Place-based strategies are characterized by resident engagement, strategic integration of available resources, collaboration, and breaking down silos. Place-Based Neighborhood Improvement Strategy (PBNIS) areas are neighborhoods that require intervention because serious problems are not being corrected through market mechanisms. The immediate goal of the strategies is to provide programs and projects that quickly enhance the well-being of families and children living within PBNIS neighborhoods and support the advancement of their socioeconomic status. The strategies encourage community involvement through programs such as the Neighborhood Leadership Program, the Home Improvement Rebate Program, the Commercial Improvement Rebate Program, and the Neighborhood Clean-Up Assistance Program. These programs empower residents with education and training to create and maintain healthy, clean, safe and stable neighborhoods. Resident participation and support is vital to sustain neighborhood improvement.

The Grant Administration Division will continue to manage the Bureau's State and federal grants for housing and community development. In addition, the Division will continue to coordinate the activities of internal and external partners to successfully implement place-based strategies and ensure that the goals and objectives of the City's Five-Year Consolidated Plan and Assessment of Fair Housing are fully implemented. The Bureau continues to organize and utilize significant volunteer resources and to develop additional funding sources to supplement CDBG funding to improve the community and develop neighborhood leaders.

The Bureau's Housing Services Division will continue to implement the City's affordable housing programs. FY 19 programs will be funded primarily through property tax funds (formerly tax increment), carryover funds from prior years, Housing Fund loan repayments, as well as federal CDBG, HOME, and state grant funds. After several years of continuous reductions to the City's HUD entitlement, CDBG and HOME funding will increase in FY 19 and stabilize in FY 20. This increase however remains at much lower level than the highs reached almost a decade ago. The increases will help the Bureau in carrying out needed housing and community development projects. The Division will also focus on implementing a variety of housing policies adopted or requested by the City Council in FY 17 and FY 18. The Housing Services Division also staffs the Long Beach Community Investment Company (LBCIC – see Appendices Section).

The Bureau will also continue to oversee the dissolution of the Successor Agency. The County Auditor-Controller will bi-annually allocate property tax revenues to the City based on funds required to complete projects in progress at the time of dissolution, until all projects have been completed; carryover balances will continue to fund projects and programs for which they were earmarked.

# Planning Bureau

## Key Services:

### 1. Long Range Policy Planning

- General Plan Development
- Specific/Area Plan Development
- Zoning Code Updates
- Compliance with State Mandates
- Implementation of General Plan/Policy Programs

### 2. Discretionary Project Review (Entitlements)

- Planning Commission
- Cultural Heritage Commission
- Site Plan Review Committee
- Zoning Administrator
- CEQA Compliance
- Staff Level permits

### 3. Plan Check Review and Permitting

- Staff Permit Counter
- Review Plans
- Issue Permits

### 4. Communication and Process Administration

- Establish/Maintain Internal Processes
- Support Policy/Decision-makers
- Respond to Citizen Inquiries
- Report Project Status/Accomplishments
- Maintain Website
- Staff Zoning Phone Information Line

**FY 19 Funding Source:** Development Services Fund 97%, General Grants Fund 2%, General Fund <1%

Planning	Actuals FY 17	Adjusted* FY 18	Proposed* FY 19
Revenues	7,177,708	5,664,425	5,510,187
Expenditures	7,584,969	8,654,763	7,125,155
FTEs	24.12	29.82	31.82

\*Amounts exclude all-years carryover.

## Narrative:

In calendar year 2017, the Planning Bureau experienced a high demand for services and assisted 12,805 customers seeking information, submitting for permits, or receiving over the counter approval at the Permit Center; responded to more than 10,000 phone calls on the Zoning Information phone line, completed nearly 672 building plan checks, processed 176 discretionary projects and/or requests for planning entitlements including Conditional and Administrative Use Permits, Site Plan Review, and Standards Variances; issued 570 staff-level Certificates of Appropriateness; and brought 23 projects before the Cultural Heritage Commission. During FY 18, the Planning Bureau continues to experience increased demand, and has made significant progress on several high-profile long range policy documents, including completion and initial public hearings by the Planning Commission and the City Council for the Land Use and Urban Design Elements, updates of the Noise Element and the state-mandated Climate Action and Adaptation Plan, which establishes the City's goals for reducing greenhouse gas emissions from community and municipal sources.

Additional staff, including an Administrative Analyst, an Assistant Administrative Analyst, and a Planner V specializing in high-rise and high-profile projects, has been added in FY 19 to ensure Planning projects and programs are implemented in a robust, comprehensive manner with a high level of efficiency and customer service. The Planning Bureau anticipates the demand for services will remain high and additional staffing will be needed for substantial efforts on several critical projects, including: overseeing the entitlement, implementation, and construction of high-rise and large-scale developments, completing a Council-directed study of the CUP process; and formulating and implementing the Bureau's community outreach policy. The Bureau will continue to pursue streamlining the site plan review process, including

## **Planning Bureau**

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implementing amended CUP regulations and establishing greater consistency and reduced timeframes for project reviews through greater coordination among departments. The Bureau will also work on strengthening systems to monitor metrics (number of housing units entitled, number of entitlements completed, etc.) and compliance with conditions of approval for all discretionary actions and Development Agreements on an annual basis.

In FY 19, the Planning Bureau will also embark on revamping the community planning aspect of the Bureau's work program. Specifically, the Bureau will develop a structured outreach strategy to reconnect with the City's numerous neighborhood and community associations by scheduling a staff planner at association meetings on a regular basis, likely once or twice a year. The Bureau will also work on technological improvements to publicize all public hearing notices online, develop and maintain a permanent notification list for discretionary projects, and to provide information about pending applications online.

Progress is also expected to continue on the Historic Preservation program, which will add to the Planning Bureau's workload in FY 19. FY 19 efforts will consist of implementing the newly adopted design guidelines and updating the Historic Context Statement, which includes a Mid-Century Modern resource survey.



## Financial Summary by Category

	Actual	Adopted*	Adjusted*	Proposed*
	FY 17	FY 18	FY 18	FY 19
<b>Revenues:</b>				
Property Taxes	30,880,718	44,228,805	44,228,805	44,228,805
Other Taxes	20,477	-	70,321	72,000
Franchise Fees	-	-	-	-
Licenses and Permits	28,883,586	20,597,406	20,597,406	19,564,661
Fines and Forfeitures	112,047	87,321	87,321	136,499
Use of Money & Property	1,816,796	1,358,271	1,358,271	1,533,971
Revenue from Other Agencies	12,161,862	8,177,770	8,212,538	9,607,337
Charges for Services	2,783,987	1,474,698	1,474,698	2,394,858
Other Revenues	10,539,599	2,472,160	2,472,160	2,722,979
Interfund Services - Charges	326,633	363,669	363,669	-
Intrafund Services - General Fund Charges	56,752	63,711	63,711	-
Harbor & Water P/R Rev Trsfs	-	-	-	-
Other Financing Sources	-	-	-	-
Operating Transfers	703,040	31,397,555	31,937,555	32,310,306
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Total Revenues	88,285,497	110,221,365	110,866,454	112,571,416
<b>Expenditures:</b>				
Salaries, Wages and Benefits	19,092,269	23,604,747	23,804,758	24,751,239
Overtime	469,074	6,930	6,930	6,930
Materials, Supplies and Services	20,366,221	17,428,061	20,892,030	14,413,478
Internal Support	6,384,785	6,536,232	6,536,232	7,291,746
Capital Purchases	82,267	126,000	168,654	206,000
Debt Service	26,571,941	28,796,570	28,796,570	26,369,058
Transfers to Other Funds	4,544,231	42,237,027	42,421,027	42,458,027
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Total Expenditures	77,510,788	118,735,567	122,626,202	115,496,477
<b>Personnel (Full-time Equivalents)</b>	209.39	206.32	206.32	212.78

\* Amounts exclude all-years carryover.

## Personnel Summary

Classification	FY 17 Adopt FTE	FY 18 Adopt FTE	FY 19 Prop FTE	FY 18 Adopted Budget	FY 19 Proposed Budget
Director of Development Services	1.00	1.00	1.00	227,300	231,848
Accounting Clerk III	2.00	2.00	2.00	88,040	88,033
Accounting Technician	1.00	1.00	1.00	58,517	59,687
Administrative Analyst I	4.00	3.00	3.00	235,088	243,655
Administrative Analyst II	7.00	8.00	9.00	631,447	721,069
Administrative Analyst III	6.00	6.00	6.00	520,262	534,968
Administrative Analyst I-NC	1.00	1.00	1.00	62,262	79,139
Administrative Intern-NC/H36	3.70	3.70	3.70	138,667	141,447
Administrative Intern-NC/H38	0.38	1.08	1.08	45,414	46,325
Administrative Intern-NC/H45	0.77	-	-	-	-
Administrative Officer-Planning & Building	1.00	1.00	1.00	112,687	114,445
Advance Planning Officer	1.00	1.00	1.00	135,829	138,547
Assistant Administrative Analyst II	3.00	3.00	4.00	199,831	268,304
Building Inspections Officer	1.00	1.00	1.00	136,324	139,050
Civil Engineer	2.00	3.00	3.00	314,737	324,279
Civil Engineering Assistant	1.00	1.00	1.00	64,083	68,005
Civil Engineering Associate	2.00	2.00	2.00	179,758	192,544
Clerk Typist II	5.00	3.00	4.00	130,342	176,109
Clerk Typist II - NC	1.54	1.54	-	58,512	-
Clerk Typist III	11.00	13.00	13.00	594,838	628,060
Code Enforcement Officer	1.00	1.00	1.00	119,071	123,782
Combination Building Inspector	25.00	30.00	31.00	2,247,836	2,368,375
Combinations Building Inspector Aide II	13.00	10.00	10.00	521,076	550,662
Community Information Officer	1.00	1.00	1.00	83,619	106,154
Community Program Specialist III	1.00	-	-	-	-
Community Program Specialist IV	1.00	1.00	1.00	78,719	73,065
Community Program Specialist V	1.00	1.00	1.00	88,731	90,469
Community Program Technician II	1.00	1.00	1.00	54,497	55,558
Community Worker-NC	5.00	2.00	2.00	74,206	75,694
Current Planning Officer	1.00	1.00	1.00	135,829	138,547
Customer Service Representative II	1.00	1.00	1.00	47,315	48,983
Customer Service Representative III	2.00	1.00	1.00	55,124	56,185
Deputy Director-Development Services	1.00	1.00	1.00	187,344	191,091
Development Project Manager I	1.00	1.00	1.00	77,286	78,831
Development Project Manager II	4.00	3.00	3.00	291,756	293,166
Development Project Manager III	3.00	2.00	2.00	196,498	200,399
Environmental Health Specialist III	2.00	1.00	1.00	80,785	66,077
Environmental Health Specialist IV	1.00	1.00	1.00	69,887	72,851
Executive Assistant	1.00	1.00	1.00	70,143	71,546
Financial Services Officer	1.00	1.00	1.00	108,138	108,166
General Superintendent-Development Services	1.00	1.00	1.00	154,806	157,903
Housing Development Officer	1.00	1.00	1.00	135,307	138,015
Housing Rehabilitation Counselor	1.00	1.00	1.00	63,163	64,426

## Personnel Summary

Classification	FY 17 Adopt FTE	FY 18 Adopt FTE	FY 19 Prop FTE	FY 18 Adopted Budget	FY 19 Proposed Budget
Manager-Administrative & Financial Services	1.00	1.00	1.00	136,973	139,712
Manager-Code Enforcement	1.00	1.00	1.00	161,522	143,263
Manager-Housing & Neighborhood Services	1.00	1.00	1.00	161,522	164,753
Manager-Planning Bureau	1.00	1.00	1.00	158,206	161,372
Members - Boards and Commissioners	-	-	-	40,600	40,600
Neighborhood Improvement Officer	1.00	1.00	1.00	110,149	118,266
Neighborhood Resources Officer	1.00	1.00	1.00	121,354	123,782
Neighborhood Services Specialist I	1.00	1.00	1.00	54,497	55,558
Neighborhood Services Specialist III	6.00	3.00	3.00	189,189	192,885
Payroll/Personnel Assistant II	1.00	1.00	1.00	50,535	41,898
Permit Center Supervisor	1.00	1.00	1.00	68,898	76,882
Permit Technician I	5.00	5.00	5.00	262,818	286,797
Permit Technician II	6.00	6.00	7.00	362,995	445,660
Plan Checker-Electrical II	2.00	2.00	2.00	199,932	212,072
Plan Checker-Fire I	3.00	3.00	3.00	310,548	329,107
Plan Checker-Fire II	1.00	1.00	1.00	111,330	118,016
Plan Checker-Mechanical II	1.00	1.00	1.00	109,242	115,928
Plan Checker-Plumbing II	1.00	1.00	2.00	110,808	212,072
Planner I	-	1.00	1.00	60,046	61,247
Planner II	2.00	2.00	2.00	160,280	167,472
Planner III	5.00	5.00	5.00	456,219	455,869
Planner IV	5.00	5.00	4.00	524,880	407,435
Planner V	5.00	6.00	7.00	606,275	718,240
Planning Aide	1.00	1.00	1.00	48,022	48,983
Principal Building Inspector	8.00	8.00	8.00	810,741	858,985
Real Estate Project Coordinator III	-	1.00	1.00	107,412	109,560
Secretary	4.00	4.00	4.00	213,695	220,558
Senior Civil Engineer	4.00	4.00	4.00	499,982	512,473
Senior Combination Building Inspector	9.00	11.00	12.00	874,156	1,111,048
Senior Electrical Inspector	2.00	2.00	2.00	170,136	184,637
Senior Mechanical Inspector	1.00	1.00	1.00	82,956	92,077
Senior Plumbing Inspector	1.00	1.00	1.00	74,068	82,617
Senior Structural Engineer	1.00	1.00	2.00	132,640	255,826

## Personnel Summary

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